



# Deputy Registrar Supervisor

## Job Description

Department: Health  
Position: Career Service  
Grade: 721  
Supervisory: Supervisor  
Reports to: Deputy Director - Health

### Summary

Under general guidance and direction of the Deputy Director – Health, performs supervisory, administrative support, and advanced clerical work in managing the day-to-day operations and clerical personnel of the vital records function of the Health Department.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provide leadership and guidance to the vital records team, ensuring that all staff members understand their roles and responsibilities and are performing effectively.
2. Supervise, plan, and coordinate the work of assigned personnel; oversee training and ensure work is completed accurately and efficiently.
3. Identify, evaluate, and resolve personnel concerns.
4. Evaluate performance and conduct performance appraisals.
5. Make staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary action in accordance with County policies and procedures.
6. Implement quality control measures to ensure the accuracy and integrity of vital records, conducting regular audits and reviews to identify and address any discrepancies or errors.
7. Ensure proper policies and procedures are followed to ensure confidentiality and prevent fraudulent use of records.
8. Monitor changes in statutes and operating guidelines to ensure compliance and accuracy of records.
9. Provide training and technical assistance in the use of the Utah Department of Health OLIVER computer system for vital records; authorize the addition and deletion of approved users.
10. Provide excellent customer service to internal and external stakeholders; ensure timely, complete, humane, and accurate registration of births and deaths in Utah County; prepare and issue birth and death certificates; utilize Electronic Death Entry Network (EDEN) according to established policy, procedure, and practice.

### For Office Use Only

Job Code: 6609  
Job Title: Deputy Registrar Supervisor  
FLSA: Non-Exempt  
Effective Date: 5/14/2024  
Public Safety: No

Worker's Compensation: Clerical  
Background Level: I  
Safety Sensitive: No  
DOT: No  
ML: Supervisor

11. Identify opportunities to leverage technology to improve vital records management processes, collaborating with Utah County IT and other IT professionals to implement software solutions and automation tools as needed.
12. Participate in strategic planning activities to identify opportunities for process improvement and efficiency gains within the vital records program.
13. Share information with funeral homes and medical records personnel and work with them on completing vital records.
14. Account for numbered, certified copy forms issued and fees collected; receive and receipt payments of fees for copies of records and documents or related transactions.
15. Maintain cash drawer; prepare daily deposit for delivery to County Treasurer; run cash register report and reconcile against OLIVER report.
16. Prepare and submit appropriate daily reports as required by the department or Utah Department of Health.
17. Respond to public requests for vital records information; prepare written correspondence and responses for vital records assistance.
18. Receive and respond to complaints and inquiries; manage and resolve issues according to established policies and procedures.
19. Contribute to the website design and posting of information sought by the public.
20. Prepare initial budget estimates for various needs of the division; ensure office payroll is entered correctly and by deadline; track and approve leave time.
21. Reconcile financial records and cash drawers.
22. Order and maintain office supplies and input purchase orders as necessary; provide billing information to customers and ensure the proper billing of mortuaries; follow up to ensure payment.
23. Process affidavits for vital records; receive state responses and update files; correct vital records when necessary and issue corrected records.
24. Serve as Record Retention Coordinator for department.
25. Oversee postage meter including downloading funds and maintenance; sort and process building mail and run postage reports.

### **Knowledge, Skills, and Abilities**

- Knowledge of quality improvement practices
- Knowledge of office management practices and procedures of the Health Department and Utah County Rules and Regulations
- Knowledge of vital records forms and processes including state laws, statutes, and regulations governing the removal, transportation, preservation, burial, disinterment and reinterment of dead bodies
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of medical terminology
- Skilled in supervisory and leadership techniques

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- Skilled in reading, writing, and basic bookkeeping
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, document composition, and spreadsheet creation
- Skilled in creating and maintaining records, filing systems, and other work processes
- Ability to manage conflict effectively
- Ability to maintain accuracy and attention to detail in high-volume, fast-paced environments
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to effectively motivate and supervise others
- Ability to type accurately and at an acceptable rate, based on job duties
- Ability to maintain confidentiality of sensitive records and information

### **Supervisory Responsibility**

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

### **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. Work may expose the incumbent to high-stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable circumstances.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use a high degree of manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. The employee is regularly required to stand, talk, walk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift supplies up to forty (40) pounds. The employee may work for sustained periods of time maintaining concentrated attention to detail. The employee occasionally drives a motor vehicle.

### **Position Type / Expected Hours of Work**

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

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**Travel**

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

**Required Education and Experience**

1. High school diploma or equivalent.
2. Five (5) years of complex clerical or administrative support.
3. Equivalent combinations of education and experience may also be considered.

**Preferred Education and Experience**

1. Preference may be given to applicants with a bachelor's degree in business management or a related field.
2. Preference may be given to applicants who are bilingual in English and Spanish.
3. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.
4. Preference may be given to applicants with lead or supervisory experience.

**Additional Eligibility Qualifications**

1. Selected applicants must obtain a State of Utah Certificate of Authority of Notary Public within the probationary period for new hires or trial period for promoted County employees.
2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.

**AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

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**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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